

Communication Systems and System Support

Service Name: Local Area Network/Wide Area Network Connectivity (LAN /WAN)

1. Service Description: Fort Detrick DOIM provides connectivity over the LAN to the WAN. This support includes all bandwidth usage costs to support the Fort Detrick installation. A WAN is a communications network that covers a broad geographic area, such as a province, state, or country. A LAN is contained within a building or complex. IP addresses include both network desktops and printers connected to the LAN.

2. DOIM Responsibilities: Provide connection to the NIPRNET and Internet
Provide WAN/LAN switch management. Apply all security rules to Fort Detrick DOIM -owned Government Furnished Equipment (GFE) Provide most recent Army-approved virus protection to GFE (only if owned by Fort Detrick DOIM)

1. Data Networks:
2. Provide 100Mbps (or greater) unclassified and classified (for required systems), connectivity to all required End User Buildings on the installation.
3. Provide WAN access to support electronic mail, web browsing, and Standard Army Systems and DOD Installation Support Modules.
4. Provide remote dial-in service. Access will be provided via GFE only, not by a user's personal equipment.
5. Provide DoD approved remote dial-in service. Access will be provided via GFE only, not by a user's personal equipment. NOTE: If this service is not provided by either MEDCOM or NETCOM, dial-in service will not be offered.
6. Provide secure access to Fort Detrick Local Area Network (LAN) using VPN. Access will be provided via GFE only, not by user's personal equipment.
7. If funded: provide for Continuity of Operations Services for critical portions of the Installation Level Network and DOIM Network Operations Center.

3. Service Level Metrics: Describe how delivery of this service will be measured and how the DOIM will be rated on delivery of this service.

4. Pricing/Billing Information: Not actual prices but procedural info on how customers are charged, e.g., monthly per user based on the number of users as determined on the last day of the month. Input will come via the IASO from each Mission Partner.

5. Customer Responsibilities:

- a. Apply most recent Army-Approved virus protection to LAN hardware (Routers/Switches/Hubs, etc.) not managed by the Fort Detrick DOIM and inform DOIM IA when virus updates are complete.
- b. Provide funds to Supplier to connect TO NIPRNET and/or Internet
- c. Provide funds to Supplier to connect Receiver building(s) to the LAN
- d. Provide funds to Supplier for Switch maintenance.

- e. NOT be permitted to share user authentication information
- f. NOT be permitted to use GFE for non-government work
- g. NOT be permitted to use personal equipment to connect to government resources.
- h. Abide by Fort Detrick DOIM guidelines before acquiring hardware/software that will use the LAN
- i. Only use TCP/IP base protocol
- j. Furnish funds to purchase switches, to include cable patches, in order to connect users to the LAN

6. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: <http://doim.detrick.army.mil>. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: usagdoimhelpdesk@amedd.army.mil.